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## *Massachusetts State 911 Department Newsletter*

### **The State 911 Department enters into contract with General Dynamics “Next Generation 9-1-1”**



*(From Left to Right): Paul Chotkowski GDIT, Joan Newlon GDIT, Frank Pozniak 911, Tom Ashe 911, and John Walsh GDIT*

The State 911 Department is happy to announce Next Generation 9-1-1 (NG 9-1-1) is underway! At the State 911 Commission meeting on August 4, 2014, the State 911 Department was authorized by the Commission to enter into a contract for the NG 9-1-1 services with General Dynamics Information Technology (GDIT).

The initial term of the contract is for five years with one five year renewal option. As part of the GDIT solution, Emergency Call Works will provide the NG 9-1-1 call handling application. General Dynamics, along with State 911 Department Systems Analysts, will be visiting each PSAP to conduct a final site survey. These site surveys will start after Labor Day. A limited deployment will commence at the end of November. This Pilot deployment will consist of six PSAPS and during this pilot period, we will be refining the processes and procedures needed for a smooth rollout. State 911 Department staff officially kicked off the project last week so we expect to make more information available to PSAPs in the coming weeks.

If you have any questions, please feel free to send an email to [ng911@state.ma.us](mailto:ng911@state.ma.us).





# Updates from our Systems Division

## **Moves, Relocations and Regionalization**

With the NG 9-1-1 project underway, the State 911 Department is working on the rollout schedule. You can help by letting us know if you have any relocations on the horizon. The sooner we know of your plans to move, the better prepared we will be during the NG 9-1-1 project. Please send information regarding any moves, relocations or regionalization efforts to Jeff Jeffers at [Jeff.Jeffers@state.ma.us](mailto:Jeff.Jeffers@state.ma.us).

## **Generator Testing**

As winter is on its way, now is the time to start preparing to be sure all facility systems are ready for the cold weather. Best practice is to perform weekly generator tests. Ideally generator tests should occur under load to test all components of the generator system. Keep in mind that when testing generators under load, power is momentarily lost to all generator powered circuits while the load is transferred from street power to generator power. Please be sure you confer with your generator vendor for proper guidance in performing any generator tests.

## **PSAP Contact Information**

It is important for us to have the most recent contact information for your PSAP. Please take the time to fill out a “PSAP Contact Information Update Form” found under the PSAP resources link on the State 911 Department website ([mass.gov/e911](http://mass.gov/e911)) and submit it via fax (508) 828-2911 or e-mail to [jeff.jeffers@state.ma.us](mailto:jeff.jeffers@state.ma.us). With the NG 9-1-1 project underway, we want to be sure we have the most recent contact information.



## Updates from our Fiscal Division



The State 911 Department continues its efforts to eliminate the backlog of reimbursement requests. The State 911 Department thanks you for your patience as we work through this backlog.



PSAPs wishing to add personnel to either the FY15 Training Grant and EMD/Regulatory Compliance Grant or the FY15 Support and Incentive Grant after contract award should submit a request from the grant authorized signatory to [911DeptGrants@state.ma.us](mailto:911DeptGrants@state.ma.us). This request should include the information required on Appendix B and Appendix D of the above referenced grants.



The State 911 Department's Fiscal Division will be hosting another **"GRANT CAMP"** on **Thursday, September 25 2014 at the Department's offices in Taunton**. These will be drop-in sessions where you may seek assistance with your FY 2015 grant applications and reimbursement submissions. Fiscal staff will be available to answer all your questions. No need to schedule an appointment, simply drop by between 9:00 am and 5:00 pm and walk out with your completed grant and/or reimbursement submissions. Electronic copies of your completed documents will be made available on CD or emailed to you.

## Updates from our Training Division

### Training Tips

Technology advances enhance features within our 9-1-1 system. While this is good, we sometimes face challenges with making our PSAPs aware of changes or enhancements when they occur.

A perfect example of this is the **"retransmit"** feature that allows a call taker to "rebid" a wireless caller's location. Back in early 2004, we were cautioned that call takers should not use their retransmit feature to rebid a location more than 3 times during the call. Today, there is **no hard limit** as to how many times you can use the retransmit feature. However, keep in mind that it is still important to wait at least **20 seconds** before using the retransmit feature to rebid a location.

### If it's been a while ... Refresher Training is Available!

In an effort to provide continuing education about our 9-1-1 system to PSAP personnel, the State 911 Department began to offer an 8-hour "Refresher" course on the 9-1-1 system a few years ago. This training is available each month at our training facilities in Taunton, Maynard and Springfield. The curriculum is designed to educate attendees on changes or enhancements to the 9-1-1 system and to refresh the skill level of personnel that do not take 9-1-1 calls on a regular basis.

For more information about the 8-hour "Refresher" training, you can email Venus Wheeler at [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us) or call her at 508-821-7201.



## On PSAP Patrol with *Ronnie Zuniga* *New Braintree Communications Center*



**F**or this month's "on PSAP patrol" I had the chance to visit the New Braintree State Police Communications Center located at the State Police Academy in New Braintree. The Center is comprised of 13 civilian full time telecommunicators, with a minimum of 2 on at all times. The Center provides 9-1-1 multi-agency emergency dispatch services for 10 surrounding communities stemming from the Connecticut border all the way up through central Massachusetts and into the Vermont border. What sets them apart is the amount of multi tasking going on at any given moment as well as the creativity needed to provide these services particularly given that the ambulance services in that area are mostly comprised of volunteer EMTs. The telecommunicators must have complete knowledge of every hazard, including weather conditions, in each of the 10 communities. For example, a tornado ripped through the City of Brimfield a few years back leaving the resources of 7 of the 10 communities all tied up. Yet, in New Braintree it was a clear sunny day-that's New England weather for you! As you can read, having knowledge of all hazards in such a large area proves instrumental in a location where volunteer emergency responders is the standard.

In visiting the Communications Center I had the utmost pleasure of spending the day with three unique and dedicated individuals staffing the center-Beverly Mimeault (a 25 year veteran and Dispatch Supervisor), Patrick Boutilette (20 year veteran-pictured above), and Darlene Findlay (19 1/2 year veteran). This crew is exceptional in the sense that the camaraderie, team work, dedication, and yes even humor is the foundation for which they serve their communities. For example, Patrick shared an incident in which a young handicapped girl playing in her yard had walked off with her dog and was reported missing after the dog later returned home without her. This in turn sparked a frantic search for the missing child that lasted well into the following day. After Patrick's evening shift was over-fighting fatigue and hunger-he volunteered to aid in the search for the child, which only demonstrates his dedication to the community. I'm happy to report the child was found-cold and hungry-but unharmed! Seemingly, Beverly as a supervisor has many other duties to tend to and is known for putting them aside and diving right in with her staff to take calls and assist in any way she can-not from the comfort of her own desk-but rather on the main floor with her staff.

Just spending 5 minutes with this crew one can't help but notice the pride and commitment they share as a team and as public servants. That was obvious from the pink t-shirt (pictured above) displayed on the door. However, nothing reiterates it more than Darlene's comment when she happily stated what she would like every caller to know-"we are human also, we laugh, we cry, and we will ALWAYS do everything we can to help you"! - (Ronnie Zuniga)

**Would you like your PSAP to be featured in the "On PSAP Patrol" section of our newsletter?**  
Please email Public Education Coordinator, Ronnie Zuniga at [Ronnie.Zuniga@state.ma.us](mailto:Ronnie.Zuniga@state.ma.us)

# Massachusetts

# 9-1-1

Help is  
at your  
fingertips.



[www.mass.gov/e911](http://www.mass.gov/e911)



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SAVE A LIFE. STOP A CRIME. REPORT A FIRE.